VOTING MACHINE INCIDENTS IN WILLIAMSON COUNTY ELECTIONS:
AUG 1, 2024, NOV 5, 2024, MAY 6, 2025, OCT 7 2025 & DEC 2, 2025 ELECTIONS

	Type	Incidents	Vote Center where occurred	Resolution	Notes
1	Paper jam	26	Election Office (7/25)	Tony	BMD ballot jam. Shut down & restart. Ballot had a crease. New ballot & voter voted successfully.
			Spring Hill (7/16)	?	Tabulator -- Removed red seal, adjusted roll so won't jam. New red seal placed on tabulator.
			College Grove (7/16)	Tony	Paper jam on 2 machines, removed red seal, fixed, replaced with new seal.
			Columbia State (7/16)(2x)	Tony	Machine beeping paper jam alert. Turned off and remained off.
			Columbia State (7/27)	Tony/John	Another paper jam, removed seal, fixed, replaced w/new seal. Also on second machine.
			Columbia State (7/16)(5) Same machine	Tony	Ballot pathway blocked because blue box doors closed during transport. Removed blue seal, cleared and applied new blue seal.
			Church of City (8/1)	Tony	Fixed
			Election Office (10/7)	?	Fixed
			Brentwood Library (10/16)	Tony	Fixed
			Nolensville (10/17)	John	Stuck ballot unstuck in BMD.
			Nolensville (10/21)	Tony	Paper jam in BMD; addressed and unstuck
			Franklin (10/19)	Tony	BMD fixed.
			Franklin (10/19)	Mark	BMD fixed.
			College Grove (10/21)	Tony	BMD fixed.
			College Grove (10/31)	John	Tabulator fixed and bent ballot inserted into the ballot box in tab.
			Enrichment Center (11/15)	Tony	Tabulator fixed.
			Brentwood (10/21)	John	Tabulator jammed; vote counted, jam cleared, ballot into ballot box.

			Nolensville (10/21)	John	BMD jammed; voter given new ballot to vote; BMD fixed; new ballot worked.
			Nolensville (10/21)	?	BMD goes down & door doesn't close as well. Request new machine.
			Nolensville (10/31)	?	Multiple jams and rejects on BMD. Take down as this action was making the voters in line nervous.
			Nolensville (10/31)	?	Multiple jams following hard re-boot.
			Enrichment Centre (??)	?	BMD problem fixed.
			Brentwood Library (10/21)	John	Tabulator wrinkled ballot. Open slot & placed in bin. Was voted.
2	Replace printer paper rolls	2	Brentwood Library (7/17) Brentwood Library (7/25)	Tony	Fixed. No other explanation
3	New seal on scanner	1	Brentwood Library (7/12)	Tony	Fixed. No explanation why needed.
4	Pin inside of BMD slot.	1	Nolensville Rec (11/5)	Tony	Fixed. No other explanation.
5	BMD screen flickers	2	Nolensville Rec (7/18)	John	Fixed
			Brentwood Library (10/17)	Tony	Fixed bad screen on BMD
6	Ballot rejected	1	Brenthaven (11/5)	?	Upper tray of tabulator rejected 3 consecutive ballots if they were placed face down. No problem if they face up. Changed process.
7	Tabulator jammed	1	Longview Rec (??)	Tony	Fixed
8	Tabulator override screen	1	Longview Rec (7/12)	John	Occurred in Machine A after printing config report. Brake instructed input override code. Done remotely.
9	Tabulator error on startup	1	College Grove (7/19)	John	Tabulator A gave "Administration: Please refer to DS200 System Operations Procedure" help screen message on startup. Shut down tab and restarted successfully.
10	BMD would not fully start up	6	Spring Hill (7/16)	?	Had to shut down & restart to work. Had to do this to two separate machines. John/Tony had to restart BMD.
			Gate Church (8/1)	?	?
			Nolensville (10/17)	John	Had to do hard restart of BMD.
			Franklin (10/18)	Tony	BMD not powering on. Fixed but didn't say how.

			Franklin (10/16)	?	BMD completely shut down. Same machine that Tony earlier worked on.
			Pearre Creek (11/5)	?	Replaced BMD but doesn't explain the problem or the resolution.
11	BMD "Alert – System encountered an error"	2	Spring Hill (7/17)	?	Had to hard shut down. Followed remote tech recommendations. Cleared when came back up. Different BMD/same BMD.
			Pearre Creek (11/5)	John	BMD power message. Fixed but doesn't say how.
12	BMD message "Card cannot be read"	1	Spring Hill (7/18) Different BMD	?	Card jammed on insertion. Did a hard shut down and restart. Ballot out. Reinserted and worked.
13	BMD would not take ballot	1	Franklin Rec (7/17) (7/18)	Tony	Fixed
14	Ballot stuck in BMD	5	College Grove (7/24)	John	Removed stuck ballot, forced closed BMD, restarted successfully.
			Heritage Elem (8/1)	John	Voter reviewing selections on screen, then message: "Have election person perform a hard reset." Ballot did not eject. Shutdown/restart, retrieved ballot and BMD back in service.
			Longview (11/5)	?	BMD would not spit out ballot. Fixed but doesn't say how.
			College Grove (10/19)	John	Removed stuck ballot and performed hard restart. Apparently fixed.
			Nolensville (11/5)	John	Ballot stuck in BMD. Fixed but doesn't say how.
15	BMD froze on startup	2	Franklin Rec (7/24) x 2	Tony	Two different BMDs, fixed
16	BMD powerpack not working	1	College Grove (7/13)	?	Given 5 BMDs, only set up 4. When one power pack didn't work, used the 5th to set up and worked. Duration of election with 4 BMDs.
17	BMD fell off table, screen cracked	2	Sunset Elem (8/1)	?	Removed from service.
			Franklin (10/28)	?	Tabulator not working, removed and replaced with new machine.
18	BMD lock won't lock back after repair	1	Nolensville (10/21)	Tony	Fixed but no explanation as to how got unlocked or locked back.
19	Unknown – had to reboot	8	Franklin Rec (7/13)	Tony	Fixed
			Fairview (10/18)	John/Tony	Had to clean machine to get it to work. Apparently fixed.
			Sunset (11/15)	John	Had to reboot to get it to work. Apparently fixed.
			Longview (10/16)	John	Had to replace BMD for unknown reason.
			Longview (10/21)	John	Had to replace BMD. Not printing.

			Longview (10/24)	John	Repaired as not operating properly. Not replaced.
			Longview (10/25) Longview (10/31)	John John	Had to replace as not operating properly. Replaced for some unknown reason. Not operating right?
20	Photo missing screw	1	Nolensville Rec (7/25)	Tony	Uncertain why this was noted as an incident.
21	Form says: Did nothing	1	No location or date	Tony	Uncertain why this was noted as an incident
22	Laptop has loose port	1	Westwood (8/1)		Technician taped but needs attention
23	Printer printed wrong sheet	1	Westwood (8/1)		Technician fixed issue, but poor explanation of the issue.
24	Print error on barcode	1	Westwood (8/1)		Print error on bar code – ink smudged and wouldn't read. Reissued ballot
25	Blank ballots	1	Westwood (8/1)		BMD printer unplugged and stopped printing text on ballots. Printer fixed (not explained how) and after five voided tests, ballot printer started working again.
26	Machine timed out	1	Brenthaven (5/6/25)		Machine timed out when voter left ballot I machine. Able to vote printed ballot. Had to re-boot machine. Successful.
27	Power loss	2	Unknown vote center (5/6/25) Franklin Rec (10/2/25)	 Adrian Nuta	Complete loss of machine power to all vote center machines. Power transformer reconnected and back up. Down 10 minutes. Four voters waited. Two voters left. Complete power loss all machines. IT came twice to address. Location firewall issue. Five-seven voters informed and left. Unsure if returned to vote.
28	BMD replaced for unknown reason	2	Franklin Rec (10/19/25) First Pres (12/2/25)	Mark Jared John Brake	EV0223390086 replaced with EVO219390729 Unknown BMD replaced with EV0219382778
29	Damaged tag on tabulator (Has someone attempted to enter tabulator?)	1	Franklin Rec (11/19/25)	No one	F Limpus showed the bent ballot bin security tag (020795) on early voting tabulator B during D7 general election to the poll captain, but she did not give an explanation to its questionable shape or seem concerned. F Limpus took photo of bent tag and normal tag for comparison. Incident was not reported to Election Office.
	TOTAL REPORTED INCIDENTS	**77**			

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